

## **FREQUENTLY ASKED QUESTIONS ABOUT THE ALLIED SERVICES FOR HEALTHY FOSTER CHILDREN PROGRAM**

### **What are the goals of the Allied Services for Healthy Foster Children program?**

The goals of the Allied Services program are:

- ❖ Increase access to quality medical and behavioral health care services for children in out-of-home care.
- ❖ To identify gaps in service delivery. Once those gaps have been identified, to promote the establishment of those services for the children in out-of-home care.
- ❖ Provide a user-friendly health care delivery system for the children in out-of-home care and the families (both birth and foster families).
- ❖ To improve the coordination of health care services between public health, primary care providers, specialty providers, school systems, the Bureau of Milwaukee Child Welfare, and public health.

### **What are the benefits of the Allied Services program?**

#### Benefits to the children in out-of-home care:

- Coordinated care
- Increased access to all Medicaid covered services, including dental, specialty and sub-specialty care.
- Guaranteed access to care in an emergency.
- Prevention and education services
- Quality assurance activities aimed at improving the health of children in out-of-home care.
- No co-payment for Medicaid covered services.
- Access to a medical home designed to coordinate high-quality, cost-effective medical care.

#### Benefits to Providers:

- Ability to negotiate rates with a private entity rather than the Medicaid program
- No Medicaid billing requirements.
- Improved ability to manage care.

### Benefits to State:

- Better care for children in out-of-home care.
- Improved quality oversight,
- Increased provider accountability in providing positive patient outcomes
- Reduced administrative burdens such as fee-for-services claims processing requirements.

### **Will all foster/kinship care children be required to enroll in the Allied Services program?**

Children in out-of-home care from birth to 18 years of age are eligible to enroll. Birth/adoptive parents and legal guardians will be required to make a choice between allowing the child to be enrolled in Abri, or requesting that they remain in fee-for-service Medicaid. Enrollment is strictly voluntary for children in subsidized adoption and Native American children.

### **Will my foster care/kinship care child's medical assistance benefits change under the managed care organization (MCO)?**

Abri Health Plan, Inc is the MCO selected to contract with the Department to provide Medicaid-covered services to Milwaukee County children in out-of-home care. Your child/children's medical assistance benefits will not change with Abri. However, your child/children will be required to receive those services from providers who have contracted with Abri.

### **How will I know what providers are with the Abri?**

Foster/kinship care families will receive an enrollee handbook from the Allied Services program. Included in the handbook will be a current listing of providers who are affiliated with the Allied Services program. In addition, the Abri will be required to perform outreach to each child's family. Abri will discuss various items during the outreach session to the family and will assist the family in selecting a primary care provider.

### **What happens if my provider does not contract with Abri? Will my foster/kinship care child need to change physicians?**

In most circumstances this will not be an issue for foster/kinship care parents. The Division of Health Care Financing anticipates that most of the providers currently providing services to children in out-of-home care will continue to do so. The Division will work with Abri to ensure that they contract with providers who are already familiar with providing medical and behavioral health care to foster care children. We will provide information to Abri about the providers who are

currently seeing foster children to assist them with their contract negotiations with providers.

### **How will I know when my foster/kinship care child is enrolled in Abri?**

You will receive a notice in the mail telling you that your child is enrolled in the Allied Services program. You will also receive a telephone call from Abri. During your telephone conversation, you will receive information about the provider network, what to do in emergency situations, and how to get in contact with a Health Care Manager. You will also be asked for information regarding the health care needs of your child/children.

### **How will providers know that my foster/kinship care child is enrolled in the Allied Services program?**

When you present your foster/kinship care child's Forward card, the provider will swipe the card and there will be a numeric code on the read-out that will tell your provider that your child is enrolled in the Allied Services program.

When you call your providers for a medical appointment you may be asked, or you may advise the provider of your insurer. You should indicate that your child is enrolled in the Allied Services program.

### **What is a Health Care Manager?**

The Health Care Manager is an individual who has demonstrated experience and appropriate training in the coordination of medical and related services and who may be one of the following:

- A registered nurse; or
- A social worker.

### **What is the role of the Health Care Manager?**

The Health Care Manager serves as a clinical specialist who helps access, develop, coordinate, and facilitate health care management for children in out-of-home care. The Health Care Manager will work closely with the foster/kinship family, the foster/kinship child's primary care provider, the Bureau of Milwaukee Child Welfare case manager and other agencies in the development of the patient plan of care.

The Health Care Manager will help you and your child understand the contents of the patient plan of care and will meet with you to address the child's medical and behavioral health care needs. The Health Care Manager will be able to assist

the child in accessing services that are not covered by the Allied Services program.

**Will the Health Care Manager be mandatory for my foster/kinship care child?**

The foster/kinship care parent and/or child has the right to refuse this service; however we encourage families to take advantage of the Health Care Manager benefit.

**What happens if a Health Care Manager is not meeting the needs of the child? Do we have a right to select a new Health Care Manager?**

Yes, to the extent available the foster/kinship care family may choose a new Health Care Manager. We encourage the family to discuss the situation with Abri first before requesting a “new” Health Care Manager.

**How will parents of children in subsidized adoption enroll their child in the Allied Services program?**

Families may contact an Allied Services program enrollment specialist for more information and an application form to enroll their child/children in the Allied Services Program.

**What are the advantages to enrolling my adopted child/children in the Allied Services program?**

Children and their families will have increased access to Medicaid covered services particularly behavioral health and dental services. While these services are covered under the current fee-for-services system, behavioral health and dental providers often limit the number of Medicaid patients that they will see. Abri will be required to assure access to these providers.

Another advantage to having the child in the Allied Services program is that the child and family will have access to a Health Care Manager and an advocate who will assist the child in receiving medically necessary services.

**When will the Allied Services program be started?**

It is anticipated that the Allied Services program will begin January 2006 in Milwaukee County.

**How does my foster/kinship care child receive care if he/she takes a trip out of the Milwaukee County area?**

Abri must authorize routine care for foster care children. You must call Abri prior to receiving routine care out-of-area. Routine care is defined as care is provided on a routine basis such as immunizations or check-ups.

Any provider may provide urgent or emergency care. Emergency or urgent care is defined as care needed right away. Examples of conditions that may require emergency or urgent care are high fevers, seizures, or injuries.